
TEST INFORMATION GUIDE

This test information guide provides a summary of concepts that are tested on the multiple-choice examination for the **Unemployment Insurance Adjudicator II** job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

I. CASE DOCUMENTATION**(20 Questions)**

A major responsibility of an employee in this job is to accurately prepare documentation on assigned unemployment insurance cases. The reports and records completed by the employee must include information on the issues involved, facts uncovered and case findings. The questions presented in this exam section test your ability to accurately document cases using report writing and record keeping techniques. Specific test question topics include:

Documentation Skills (13 questions)

- The use of statistical data in management reports;
- Management report preparation;
- Objective versus subjective reporting;
- Using legal references in reports;
- Written versus oral reporting.

Unemployment Insurance Claim Documentation (7 questions)

- Important components of forms used in unemployment insurance claims;
- The use of employee wage records in claim documentation.

II. CLIENT RELATIONS**(10 Questions)**

An important part of this job consists of communicating and interacting with clients at a local office who seek unemployment insurance information. The employee in this job must have the ability to effectively interact with persons of varied backgrounds in a variety of situations and circumstances. The questions in this section test your ability to communicate and interact with clients in an effective and efficient manner. Specific test question topics include:

- Understanding and communicating with clients using street or slang vernacular;
- Managing situations with angry or upset clients encountered on the job;
- Establishing rapport with the clients;
- Rejecting requests from clients in an effective manner.

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III. CLIENT INTERVIEW SKILLS

(18 Questions)

An employee in this job must be able to interview clients in order to obtain necessary information to make eligibility determinations as well as to assist and advise clients regarding the unemployment insurance claims process. The questions in this exam section test your knowledge of interview techniques and your ability to elicit critical information from a variety of clients in an interview setting. Specific test question topics include:

- Using various information gathering techniques in interview situations;
- Distinguishing between objective and subjective statements made by interviewees;
- Interviewing hostile or upset clients;
- Methods used to obtain personal data from clients in an interview;
- Verifying information obtained in an interview setting;
- Avoiding tangential discussions in interview settings;
- Wording interview questions to obtain accurate information.

IV. READING COMPREHENSION

(12 Questions)

A large portion of the employee's time on the job involves reading, interpreting and extracting pertinent information from pamphlets, bulletins, procedural manuals and the Unemployment Insurance Act in order to explain laws and rules as they apply to client rights and responsibilities. This section tests your reading comprehension ability by presenting passages to read and asking questions that require the interpretation of the information presented in the passages.